



## Strength-Based Lean Six Sigma Explorative Workshop

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# **Strength-Based Lean Six Sigma Explorative Workshop**

2012 WAIC, Ghent, April 26

David Hansen & David Shaked

# What knowledge is in the room?

- Who has worked in/with organisations that use 'classic' Lean Six Sigma (LSS)?
- What are the key points of LSS?
- Who has tried any kind of Strength-based LSS?
- What are you curious about?



# Your facilitators

David Shaked

- Certified Lean Six Sigma Master Black Belt
- Practices multiple strength-based facilitation approaches
- Enjoys working with global corporate (and other large & complex systems)
- Written several articles about SB LSS and currently working on a book.
- hosting a LinkedIn discussion group
- When I'm not working, I enjoy travelling, going to the theatre and applying Reiki healing.
- When I'm done with SB LSS... My next project will likely be peace in the Middle East...

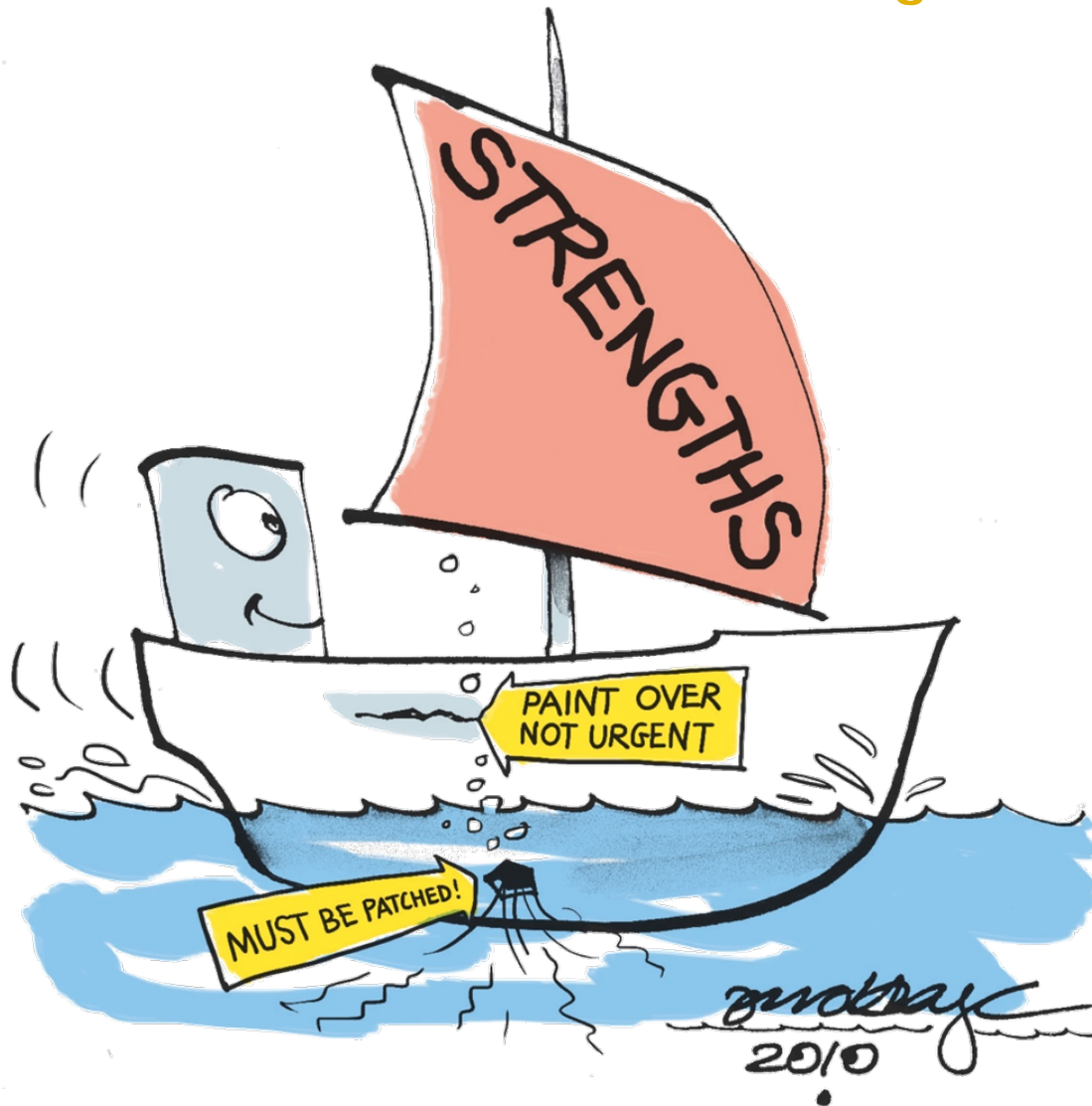


David Hansen

- PhD candidate at Technical University of Denmark and consultant at Resonans
- Research on Strength-based Lean with a focus on industrial production
- Currently focusing on process improvements with the combination of problem solving and AI.
- When I'm not working, I sing, and spend time in nature as a scout leader.
- My next project will probably be to introduce AI practices for the 38 million scouts of the world.

**The workshop today**

**The why of Strength-based LSS**



# FOUNDATIONS

# Stories



More stories Available...

# Characteristics of SB LSS (Live)

- A fresh approach to LSS and its great tools through the lens of AI and strength-based approaches
- Expanding the existing dialogues in organizations (by inviting strengths, positive deviance and a search for excellence)
- Creating the ability to see strengths, best practices and value on top of problems, waste and defects (expanding “go see”)
- A combined focus on the systems and the human sides – fully aligned with the teachings of Deming and the Taichi Ohno (Toyota)
- Reaching the desired LSS outcomes by using strength-based change principles

**What would you add?**



# Principles in Strength-based LSS

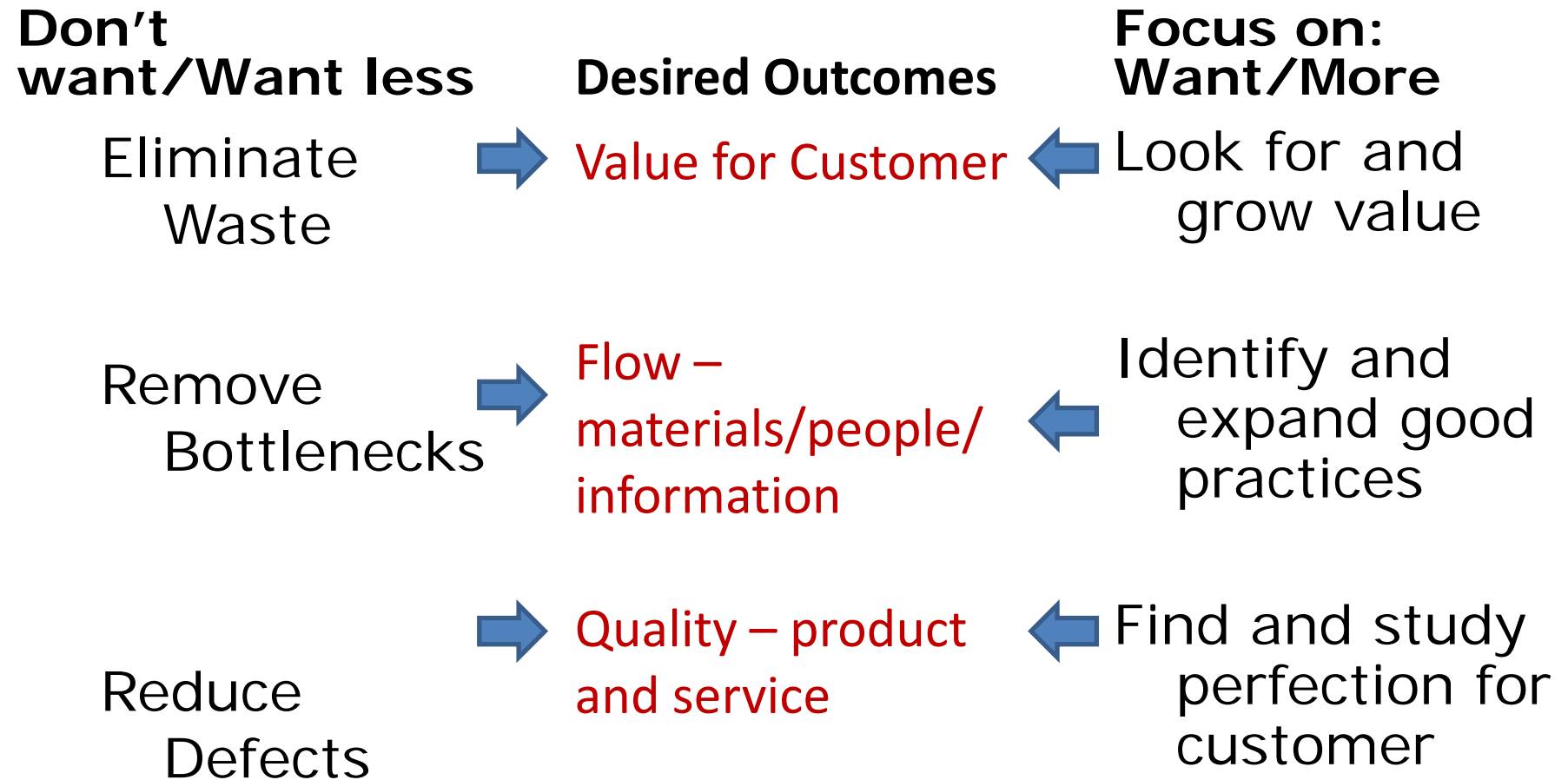
## Operations Principles

- Value for Customer
- Flow
- Quality
- Pull vs. Push
- Continuous improvement

## Change Principles

- Constructionist
- Simultaneity
- Anticipatory
- Poetic
- Positive
- Wholeness
  
- +Other Strength-based & dialogue approaches (SF, PD, PP, EQ etc.)

# Approaches to SB LSS



# Approaches to SB LSS

## Classic Lean Six Sigma

Identify gaps/Problems



Analyse Root causes/patterns



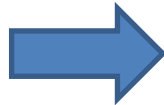
Solve / fix / innovate



Standardise



Monitor



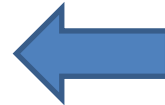
## Outcomes

Continuous

Learning

And

Improvement



## SB Lean Six Sigma

Identify best practices (past & present) + When the problem isn't there



Explore/Analyse what & who helps success



Dream



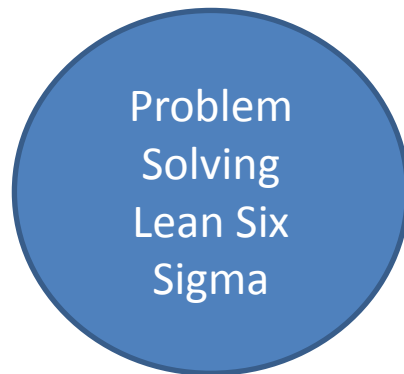
Change



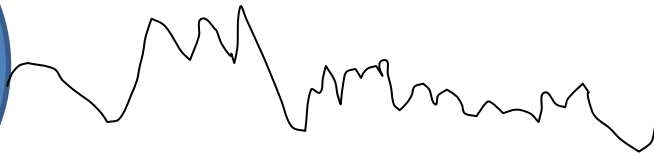
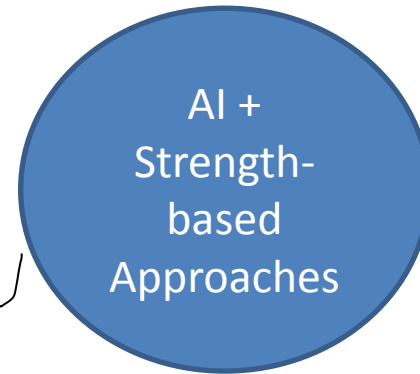
(E)valuate

# Bridging the Two Paradigms

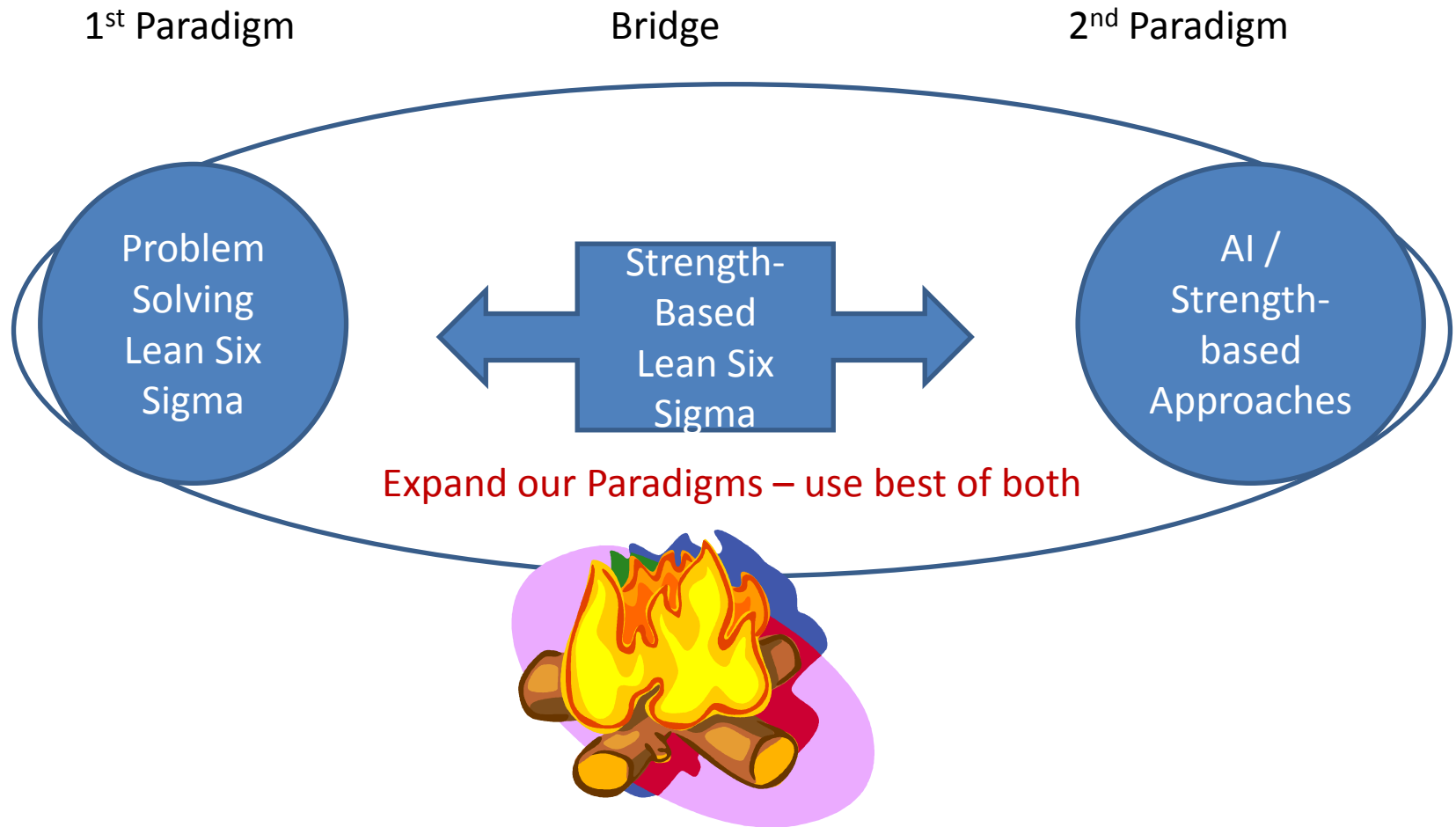
1<sup>st</sup> Paradigm



2<sup>nd</sup> Paradigm



# Strength-based Lean Six Sigma



# 'Creative' applications...

**Whole system level** – AI Summit then Lean to implement

**Whole process level** – SB Process Improvement (Kaizen)

**Team Level** – Building LSS project teams the AI way

**Add-ons/tools level** – SB process map, 'wish-bone' analysis



David S



David S & David H



Whole of us

## Q&A

Any clarifying questions?

# GROUP WORK





## Round 1

Of everything you now know about SBLSS:

What gave you energy?

What intrigued you?

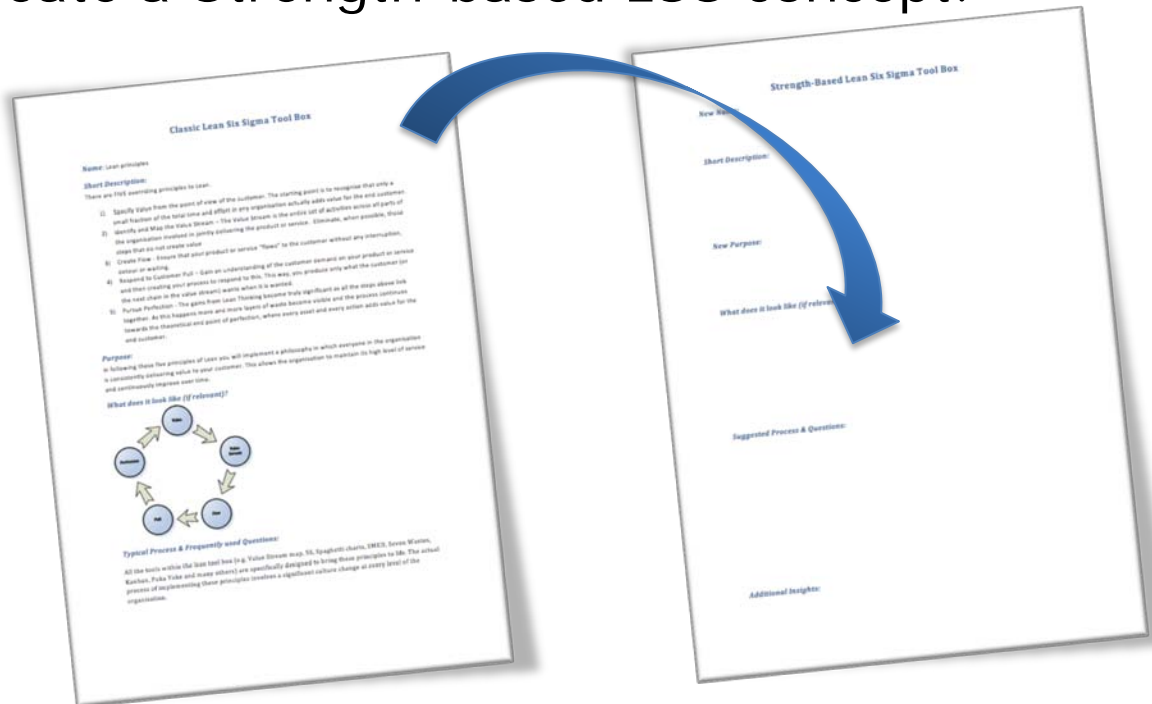
What seems most useful?

**5 min., Fill in notes on your group templates.**

## Round 2

We have been engaged in taking classic LSS concepts and make them strength-based. Now you will get the chance!

Take a typical Lean Six Sigma concept and use it as inspiration to create a Strength-based LSS concept.



Capture on A4 template and put it on poster.

# The value of SB LSS

- The next step op Lean Six Sigma – “the future of Lean”
- “Marriage made in heaven”:
  - Technical and human side of change
  - Analytical and intuitive thinking
- Exceed problem solving in results (novel solutions, from good to great)
- Meet clients where they are and including their strengths (from LSS)... and then introduce strength-based
- AI supports a culture of continuous improvement which is essential to the success of LSS
- A bridge between the two paradigms: Problem solving and AI.

# Why include LSS? Isn't AI enough??

- LSS tools & thinking → Common language to many change agents and organisations
- Well tested practices for change and improvements
- Strong in analytics, metrics, data and results-focus
- LSS Brings focus on the customer
- Tools to measure the effects (and potentially those of AI)
- Brings systems, structure and a structured approach

# Reflections

2 Questions:

- What have I discovered today that I can use at home?
  - What new Q's do I have now?
- 
- Personal reflections → group reflections → share highlights with whole group on the poster

# Closure

- Join our Journey...
  - Our cards
  - LinkedIn SB LSS Group
  - E-mails for resources
  - Capture in conference site
- One word to describe the feeling now.